**Volunteer Event Assistants**

**Position Summary**

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| --- | --- |
| **Position:** | <insert> |
| **Reports to:** | <insert> |
| **Remuneration:** | This is a volunteer position. Reimbursement policies apply where appropriate. |
| **Start Date:**  | <insert> |
| **Term:** | <insert> |
| **Location:** | Onsite at relevant club or event |

**About <club name>**

<insert>

**Attendance**

* Volunteer for at least one full day

**Responsibilities**

* Act as an ambassador/public face of the event or competition
* Represent the event or competition to the highest standard
* Deliver the highest level of customer service
* Execute my assigned tasks to the highest standard
* Refer any grievances with spectators or riders to the relevant Team Leader
* Follow the briefing as delivered by the relevant Team Leader
* Refer any media inquiries to the relevant Team Leader
* Follow all safety instructions
* Conduct myself in a manner in keeping with the integrity of the event

**Training & Tools and Resources**

As a Volunteer Event Assistant, you will receive the following training and tools and resources to assist you in your role. You are required to watch, attend and familiarise yourself with these.

* Volunteer Induction Video
* Volunteer Handbook
* On-site briefing/training
* Radio Protocols
* Code of Conduct
* Position Description
* Policies and Procedures
* Event Map & Program
* Event schedule

**Skills and Experience Required**

* Excellent customer service
* Ability to work autonomously or in a team
* Interest in horses (experience with horses not mandatory)

**Personal Attributes**

* be well informed of FEI rules and regulations (where required)
* be a person who can develop good relationships internally and externally
* co-operate with riders, spectators and other volunteers
* be a good listener and attuned to the interests of other Volunteer Event Assistants
* be a good role model and a positive image for the Club or Event
* be able to remain impartial
* not be influenced by external factors when volunteering
* can remain neutral at all times
* ability to remain friendly and not disturb competitors

**Key Relationships**

* <insert>